

01/09/02

**HEWLETT-PACKARD COMPANY**  
 Intellectual Property Administration  
 P. O. Box 272400  
 Fort Collins, Colorado 80527-2400

01-14-02

PATENT APPLICATION

ATTORNEY DOCKET NO. 100110217S  
PTO

**IN THE U.S. PATENT AND TRADEMARK OFFICE**  
**Patent Application Transmittal Letter**

**COMMISSIONER FOR PATENTS**  
 Washington, D.C. 20231

Sir:

Transmitted herewith for filing under 37 CFR 1.53(b) is a(n):  Utility     Design  
 original patent application,  
 continuation-in-part application

JCE921 U.S. PTO  
 10/04/2002  


INVENTOR(S): **CHRISTOPHER D. FARNES, LYNDA D. DAVIS, ROSS A. GOODWIN, THOMAS B. RIDEOUT**TITLE: **METHOD AND SYSTEM FOR IMPLEMENTING TOTAL CUSTOMER EXPERIENCE ACTION PLANNING**

Enclosed are:

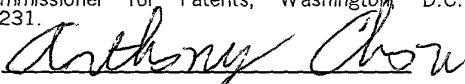
- The Declaration and Power of Attorney.     signed     unsigned or partially signed  
 7 sheets of drawings (one set)     Associate Power of Attorney  
 Form PTO-1449     Information Disclosure Statement and Form PTO-1449  
 Priority document(s)     (Other) (fee \$ \_\_\_\_\_)

| <b>CLAIMS AS FILED BY OTHER THAN A SMALL ENTITY</b> |                     |                     |              |               |
|---|---------------------|---------------------|--------------|---------------|
| (1)<br>FOR  | (2)<br>NUMBER FILED | (3)<br>NUMBER EXTRA | (4)<br>RATE  | (5)<br>TOTALS |
| TOTAL CLAIMS  | <b>20 — 20</b>      | <b>0</b>            | X \$18       | \$ 0          |
| INDEPENDENT CLAIMS                                  | <b>3 — 3</b>        | <b>0</b>            | X \$80       | \$ 0          |
| ANY MULTIPLE DEPENDENT CLAIMS                       | <b>0</b>            |                     | <b>\$270</b> | \$ 0          |
| BASIC FEE: Design (\$320.00); Utility (\$710.00)    |                     |                     |              | \$ 710        |
| TOTAL FILING FEE                                    |                     |                     |              | \$ 710        |
| OTHER FEES  |                     |                     |              | \$            |
| TOTAL CHARGES TO DEPOSIT ACCOUNT                    |                     |                     |              | \$ 710        |

Charge \$ **710** to Deposit Account 08-2025. At any time during the pendency of this application, please charge any fees required or credit any over payment to Deposit Account 08-2025 pursuant to 37 CFR 1.25. Additionally please charge any fees to Deposit Account 08-2025 under 37 CFR 1.16, 1.17, 1.19, 1.20 and 1.21. A duplicate copy of this sheet is enclosed.

"Express Mail" label no. **EV066931378US**Date of Deposit **10/02**

I hereby certify that this is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to: Commissioner for Patents, Washington, D.C. 20231.

By   
 Typed Name: **Anthony Chou**

Respectfully submitted,

**CHRISTOPHER D. FARNES, LYNDA D.**

By   
**James P. Hao**

Attorney/Agent for Applicant(s)

Reg. No. **36,398**Date: **10/02**Telephone No.: **(408) 938-9060**